

2020 Service Management Plan

Presentation to
RTA Board of Trustees
Operational Planning & Infrastructure Committee
November 12, 2019



Overview

- The projected 2019 ending balance will enable current service levels to be maintained in 2020
- Staff must be prepared for various scenarios beyond 2020, such as:
 - Reductions in total resources and service levels
 - New funding to maintain or increase service levels



System Redesign Study Implementation

- Service expansion must wait for increased funding
- For 2020, staff will develop one or more *cost-neutral* packages of suggestions from the System Redesign
- Staff will seek board direction on service priorities
- Staff will apply the board-adopted public involvement policy before implementing significant service adjustments

Routine Changes: Dec. 2019 – Dec. 2020

- Adjust frequency based on ridership
- Adjust running time to enhance service reliability
- Respond to road construction projects
- Provide temporary service for rail construction projects and major special events
- Continue to seek efficiency improvements



Annual Bus Route Performance Analysis

- Bus routes are annually ranked by productivity (riders per bus-hour) within four categories:
 - Radial (regular routes to/from downtown)
 - Crosstown/Feeder (non-downtown routes)
 - Park-N-Ride (via freeway to/from park-n-ride lots)
 - Downtown Trolleys (travel only within downtown)

2020 Bus Route Performance Summary

- Service Management Plan details 50 routes
- 12 perform in lowest quartile of their category
- A further reduction of service levels would be hard on RTA customers and is not planned for 2020



Questions?



Greater Cleveland Regional Transit Authority



Public Hearing

Greater Cleveland Regional Transit Authority

